Problems with Information Systems Installed Under MCA Projects

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Overview:

- Various problems associated with information systems installed under MCA projects have been discussed at previous ASC meetings
- No statistical data was available for the ASC to quantify these problems
- NETCOM/9th ASC was tasked at the Summer 03 ASC meeting to gather data from the field, in an attempt to define the nature and extent of the problem, and brief the results at this meeting
- This updates information presented at the July 2004 ASC meeting

Action:

- NETCOM/9th ASC tasked the Regional and Functional Chief Information Officers (CIOs) to provide data on the problems associated with IS installed under MCA projects in their AORs
- Requested data included:
  - Location
  - MCA Project Number
  - Brief description of the problem(s) and the action(s) required to resolve them
  - Delay incurred due to the problem(s), if any
  - Cost to the Government to resolve the problem(s), if any
  - (May 2005 - updated spreadsheet to include responsible organization, action taken, and date issue was resolved)

Response:

- Received responses from all CONUS RCIOs and from Functional CIO CFSC, which covers:
  - 23 installations
  - 45 MCA projects
- No data was received from the OCONUS RCIOs and four functional CIOs (USAR, NG, COE, MEDCOM)

* NOTE: The total number of MCA projects at those installations was not identified

* NOTE: All responses submitted were included on the spreadsheet and do not necessarily indicate an official NETCOM position

- **Major Issues/Themes**
  - **Coordination lacking among COE, DPW, DOIM, ISEC, contracting office, COR, customers, et. al.**
  - **Organizational roles not clearly defined**
  - **QA inspections not meaningful or not done**
  - **IT-type functions (e.g., changing Tab F, performing QA inspections, etc.) being performed by non IT-types performing**
  - **Communications ill-defined, or left out of many projects, especially NAF and AAFES projects**

- **Spreadsheet**
  - **Double click on spreadsheet**
  - **Use scroll bar to scroll up/down and across**
  - **Click on tabs at bottom of spreadsheet to access worksheets**

Microsoft Excel Worksheet

Recommendations:

- **ASC:**
  - Continue to include this as an agenda item at future ASC meetings
  - Assign actions to appropriate organizations to resolve problems and/or make systematic changes to business process
  - Follow-up on issues
- **NETCOM/9th ASC:**
  - Solicit data from the remaining RCIOs, and updated data from those that have responded
  - Obtain information on the total number of MCA projects at the affected installations and the IS costs for each
  - Present updated information at future ASC meetings